



Classification: Section Chief - Operations and Training Unit

Title Code: V07439

Pay Range: E07

POSITION SUMMARY:

This position is primarily responsible for overseeing the policies and procedures impacting dispatch operations at the local troops. An employee in this position also serves as liaison between field personnel and the Department of Public Safety's Office of Interoperable Communications relating to MOSWIN and is responsible for all operations and activities related to the section's involvement with the MULES/NCIC/NLETS systems, as well as the Patrol's radio and telephone network.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Maintains liaison with troop chief operators in order to better supervise, coordinate, and direct the operation of the section.

Supervises the efforts of communications personnel involved with the statewide training programs and CAD implementations.

Develops and maintains all division Standard Operating Procedures and provides draft proposals for general orders impacting the Communications Section.

Coordinates the development and operation of troop computer applications with communications personnel.

Coordinates assignments and activities of Communications Section personnel for special events and incident responses.

Supervises the Chief Training Operator and Computer Aided Dispatch (CAD) Administrator.

Oversees recruiting, selection, and promotional processes for the Communications Section.

Advises and assists the Director and Assistant Director in matters pertaining to the activities of the section.

May serve as Assistant Director of the Communications Section.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of the telecommunications systems utilized by the Patrol, including telephone, data wiring topology, wired and wireless communications infrastructure.

Working knowledge of the policies and procedures of the Operations and Training Section, User Support Section, and Infrastructure Support Section of the Information and Communications Technology Division and how they cooperatively support the general responsibilities of the division.

Classification: Section Chief - Operations and Training Unit

Title Code: V07439

Pay Range: E07

Page 2

Knowledge of Federal Communications Commission and Federal Aviation Administration rules and regulations pertaining to the Patrol, and procedures required to achieve and maintain compliance.

Knowledge of the basic principles and techniques of supervision.

Ability to plan, assign, and direct the work of others.

Ability to establish and maintain effective working relations with others.

Ability to work closely with others as a cooperative team and display team leadership.

Ability to motivate employees to work in an efficient manner.

Ability to communicate effectively in oral and written form.

Ability to understand and follow written and oral instructions.

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Must have served a minimum of one year as a Chief Operator with the Missouri State Highway Patrol.

NECESSARY SPECIAL REQUIREMENTS:

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

Must be a resident of Missouri throughout employment.

Must possess and maintain MULES and NCIC certification throughout employment.

Must be of good moral character and never been convicted of a felony or any crime involving moral turpitude.

Classification: Section Chief - Operations and Training Unit

Title Code: V07439

Pay Range: E07

Page 3

Pursuant to General Order 26-04, uniformed civilian employees hired after January 25, 1995, will not have tattoos/brands that a reasonable person would find offensive, such as tattoos/brands depicting or supporting criminal behavior, drug usage, nudity, profanity, promiscuity, subversive groups, bigotry, etc. Applicants will no longer be hired for uniform civilian positions if they have any tattoos/brands on the head, neck, hands, below the upper six-inch portion of the arms, or any other part of the body, which would be visible while in uniform. Radio Personnel will adhere to hair regulations pertaining to length, style, and color. Radio Personnel will adhere to restrictions that limit the type and style of jewelry displayed or discernable on other parts of the body. Radio Personnel will not wear any personal or elective item that has the potential to inhibit clear speech during routine and emergency situations. These items include, but are not limited to, tongue jewelry, studs, inserts or item associated with mouth and tongue piercing.

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.